



## Court Reproduction Services, Inc.

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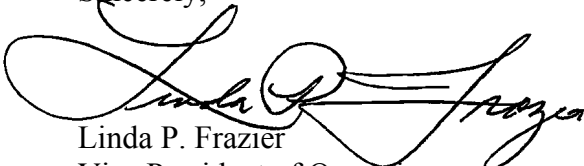
Dear Librarian,

It has come to our attention that some libraries have not received microfiche even after submitting a claim. We are sorry if this is the case and have altered our claims department to hopefully eliminate this error from occurring in the future. Therefore, in the event that you do not receive a claim for items not received, please identify a second claim as a 2nd request by writing "2nd request" at the top of the claim form. These requests will even receive a higher priority than normal claims.

Hopefully this will never occur, but if the need arises, this will expedite the microfiche shipment to your library.

Thank you for your cooperation in this matter. If you have any questions or need assistance with any outstanding claims, please do not hesitate to contact Mrs. Linda Frazier at 215-535-7790. If you prefer, our fax number is 215-535-7808.

Sincerely,



Linda P. Frazier  
Vice President of Operations